

# POLICE FEDERAL CREDIT UNION

## Job Posting

**Title:** Collection Manager

**Reports to:** Chief Lending Officer

**FLSA Status:** Exempt

**Organization Conformance Statement:** In the performance of their respective duties and responsibilities all employees are expected to conform to the following:

- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and management.
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other departments, employees, customers, members, and management.
- Work effectively as a team contributor on all assignments, and have general knowledge of Police Federal Credit Union's operations and services.

**Position Purpose:** Proactively manage collection activities on all delinquent and charged-off share and loan accounts to include mortgage loans. Coordinate activities of third party vendors used in the collection process. Enforce security rules to ensure safety of personnel and data. Optimize collections on accounts while balancing the goodwill of members with the overall business interests of the credit union.

**Essential Duties and Responsibilities:** The following are the essential duties and responsibilities of the position:

1. Coordinate collection activities to ensure appropriate coverage, optimization of resources and recoveries in compliance with collection laws and regulations. Supervise, coach and mentor Collections Specialist.
2. Review and/or research delinquent and overdrawn account records to determine the accuracy of the account data and the appropriate collection action, i.e. telephone contact, notice, letter, referral to collection agency, repossession, litigation, etc. As appropriate, make or request adjustments in account records for errors identified.
3. Coordinate and assist CUMA with mortgage related collection activities including modifications and foreclosures. As necessary, coordinate with attorneys, vendors and other third parties for services needed to maximum return to the Credit Union.
4. Contact members, co-borrowers and cosigners to determine the reason(s) for the delinquency and negotiate mutually agreeable repayment arrangements. Contact members on a regular basis and follow-up on promises made.
5. Obtain and evaluate information from available resources (credit report, internet, references, etc.) in order to locate, contact and collect from members whose whereabouts are unknown.
6. Maintain complete and accurate records of all collection activity within the Cruise system to include appropriate follow-up dates, contact and correspondence.
7. Determine collateral value and recovery potential. Evaluate collection options and recommend appropriate course of action, i.e., settlement, repossession, foreclosure, charge-off, etc. when members refuse to make or keep satisfactory repayment arrangements. Ensure appropriate

documentation is available for chosen course of action.

8. Manage the assignment and activity on accounts referred to collection agencies and/or attorneys for collection. Monitor receipt of payments in accordance with repayment arrangements.

9. File all claims, attend hearings, evaluate collection options and coordinate with bankruptcy trustees in all bankruptcy filings. Determine appropriate course of action to protect credit union's interests.

10. Adhere to PFCU policies and procedures, federal, state, and jurisdictional regulations including but not limited to Fair Debt Collection Practices Act, SCRA and MLA, Bank Secrecy Act, OFAC, the Right to Financial Privacy Act.

11. Develop, maintain, and administer the credit union's Security program.

12. Provide authoritative information and assistance to senior management in personnel security policies and practices; initiate background investigations and process request for credentials; recommend personnel security investigative requirements; monitor, track, and report on pending and closed background investigations; advise on procedures for adverse suitability/personnel security determinations.

13. Investigate financial crimes including check fraud and embezzlement, robbery, employee dishonesty, identity theft and computer-based attacks on systems or telecommunications infrastructure.

14. Develop and implement security training program including policies, procedures and countermeasure plan with comprehensive prevention, preparedness, detection, and response.

15. Investigate suspicious and fraudulent account activity as assigned.

16. Process and submit Notices of Loss to PFCU's insurance company for fraud losses.

17. Prepare documentation for law enforcement and represent PFCU in court as needed.

18. Provide annual fraud trends and prevention report to senior management and the Board of Directors.

19. Enforce security rules, regulations, policies, procedures, and responds to emergency situations requiring security assistance.

20. Serve as subject matter expert and direct special projects as needed.

21. Assist with new hires and issuance of ID badges; office keys/key cards, issue temporary ID badges to visitors.

22. Provide status reports to manager on a regular basis.

23. Mentor and train subordinate on security and training to serve in supportive/assistant capacity.

**General Duties and Responsibilities:** The following are the general duties and responsibilities of the position:

1. Review, track, monitor and report on collection activities.

2. Close or coordinate the closure of lines of credit or other accounts at the credit union to minimize losses.
3. Recommend members, as appropriate, for internal financial counseling.
4. Prepare various reports and logs to include the delinquency reporting and recommended charge-offs for the month. Compile quarterly statistics for NCUA Call Report. Submit all reports in a timely manner.
5. Make policy and/or procedural recommendations based on observations.
6. Interact with members and outside contact in an appropriate, professional manner to ensure a positive image of the credit union.
7. Perform duties in compliance with applicable laws and regulations.
8. Perform other duties as directed by supervisor.

**Qualifications:** Incumbent will have a minimum of five (5) years' experience in collections within a bank or credit union environment. AA degree preferred or equivalent combination of education and experience.

**Work Site:** Although the central offices for Police FCU are located in Upper Marlboro, employees may be required to report for work at other branch locations on an as needed basis.

**FOR IMMEDIATE CONSIDERATION, SEND COVER LETTER, SALARY REQUIREMENT, AND RESUME TO [HUMANRESOURCES@POLICEFCU.ORG](mailto:HUMANRESOURCES@POLICEFCU.ORG)**